

Social Impact Framework

CatholicCare Tasmania



Social Impact
Program

A CATHOLIC COMMUNITY INITIATIVE



CATHOLICCARE TASMANIA MISSION

Serving the vulnerable and disadvantaged regardless of circumstance and background.

CatholicCare's mission is grounded in:

- A 2,000-year commitment of the Catholic Church inspired by the love of God and the example of Christ.
- Serving physical, emotional and spiritual needs of people through compassion, mercy and love.
- Proactive and professional engagement with stakeholders on evidence-based initiatives.



Building Houses
Creating Homes
Growing Communities



Social Impact
Partners

A CATHOLIC COMMUNITY INITIATIVE



CatholicCare
TASMANIA

SOCIAL IMPACT APPROACH

Our Social Impact vision is to support vibrant and hope-filled communities that value the dignity and worth of each person, where all people have the opportunity to flourish.

WHAT IS THE SOCIAL IMPACT APPROACH?

The Social Impact approach is a collaborative initiative generated by The Archdiocese of Hobart, through CatholicCare Tasmania and Centacare Evolve Housing and supported by other Catholic agencies and community partners. It is an innovative and agile way of working to facilitate the changes needed for individuals, families and communities to flourish. The capacity to flourish depends on the wellbeing of individuals, families and communities.

The social impact approach acknowledges that the world we live in is made up of complex interconnected relationships and systems. Creating the conditions for the long-term change needed to increase community wellbeing is also complex and needs to work within these relationships and systems.

The social impact way of working recognises that the impact of activities and initiatives focusing on wellbeing are interdependent and together contribute to social change that will address persistent and entrenched disadvantage. Our social impact approach seeks to amplify existing individual, family and community assets and leverage new opportunities through greater collaboration and co-creation in order to create

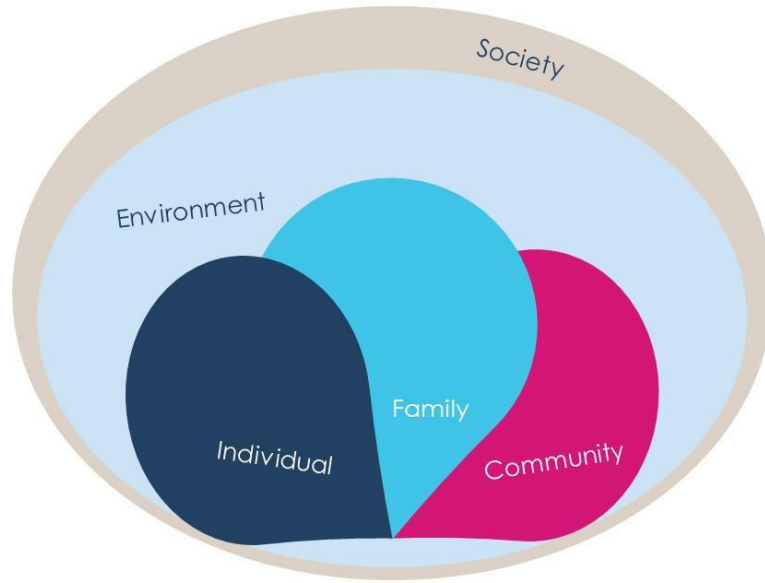
change across seven social impact domains. These changes will enable individuals, families and communities to experience increased wellbeing.

Deep social impact is measured by positive changes across the seven social impact domains and in the social systems that communities are a part of.

The social impact approach to individual, family and community wellbeing is person-centred, valuing each individual's dignity and worth alongside the role of a strong community to ensure that everyone thrives. CatholicCare's social impact approach works in partnership with diverse groups in Tasmania with a focus on the most marginalised and disadvantaged communities to strengthen and co-create individual and community wellbeing. It is a relational way of working where co-creation and collaboration are the instruments for creating long-term social change.

The social impact way of working and the seven social impact domains guide the co-design of place-based activities, initiatives and programs delivered by a range of partners.

Social Impact Program – in relationship, time and place



SOCIAL IMPACT AIMS

The social impact approach aims to:

- * Co-contribute to increased wellbeing of all members of the community. Children and young people are a focus, as this group holds the greatest potential while also being vulnerable to factors that affect lifelong thriving.
- * Amplify existing individual, family and community assets and opportunities through more effective linkages.
- * Co-create new innovations and disruptions that drive positive change and strengthen individual, family and community wellbeing.
- * Gather and share evidence of the social impact way of working, to learn with other communities, sectors and systems.
- * Advocate for policy and structural change to enhance positive social impact.

A SOCIAL IMPACT PROJECT-PROGRAM-APPROACH?

In 2016, CatholicCare created a specific project in response to the 2015 *Dropping off the Edge* (DOTE) report, it was called The Social Impact Program (SIP). This research mapped disadvantage across Australian communities using 21 social indicators that create the conditions for entrenched disadvantage, including long-term unemployment, housing stress, criminal convictions, school reading level and domestic violence. These factors directly impact individual, family and community wellbeing. DOTE highlighted that many of the communities in which CatholicCare, Centacare Evolve Housing and other Catholic agencies work, experience complex and persistent disadvantage.

In 2016, CatholicCare and Centacare Evolve Housing with the support of the Archdiocese of Hobart, created SIP to bring together partners to facilitate individual, family and community wellbeing across seven social impact domains.

SIP initial focus was in the communities of Glenorchy, Brighton and the Derwent Valley, with the hope of sharing our learnings with other communities and sectors.

Following the success and evaluation of SIP CatholicCare Tasmania and Centacare Evolve Housing have adapted SIP to be a whole of service framework and social impact approach.

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PRINCIPLES

Social impact is inspired by the life and ministry of Jesus Christ and is guided by Catholic Social Teaching and the following CatholicCare principles:

1. Affirming the dignity of the human person

Social impact works to affirm, celebrate and honour the dignity of all, and supports those at the margins of society and those most vulnerable to exclusion. The social impact approach is mindful of the experience of Australia's First Peoples.

2. Excellence in care

Social impact work uses evidence-based research, asset-based community development principles, and best practice service models to ensure excellence in care.

3. Strengthening relationships, marriages, families and communities

The social impact approach recognises that positive relationships in which people feel that they belong are the foundation of vibrant and hopeful communities.

4. Good governance and stewardship

Social impact is guided by the principle of subsidiarity, where decisions are made by the people closest to, and most affected by, the issues.

5. Ethical integrity, accountability and transparency

Social impact commits to conducting relationships and making choices in accordance with Church teaching, and within relevant legislation and regulations. Decision-making is characterised by trust, honesty and openness that embraces diversity of opinion and rigorous debate.

6. Working collaboratively

Social impact work acknowledges the principles of solidarity and common good; that we are all one human family, one community and one body. When one member or community suffers, we are all impacted. Together we work for the social conditions needed for every person to flourish, which ensures the wellbeing of the whole human family.

Social Impact Program Principles



THE SOCIAL IMPACT DOMAINS

Wellbeing is a way of understanding how quality of life, achievement of personal aspirations, and contribution to society interact to create communities where people and the environment flourish. The social impact approach acknowledges the complexity of social disadvantage, marginalisation and poverty and the effect that these have on individuals and families having access to what they need to thrive.

To create deep and long term impact, social impact works in place and time and with community, and takes into account the impact of the environment on people and their wellbeing and vice versa. Within this broader context it works across seven social impact domains. These interconnected domains have a direct effect on individual, family and community wellbeing.



THE SOCIAL IMPACT DOMAINS

Safety

Have a safe and stable home environment

People experience a sense of safety when they:

- * Feel safe and protected at home and in the community
- * Change in the safety domain can be measured by looking at: convictions, and domestic violence rates.

Education

Having access to education opportunities means that people:
Are able to engage in education, training and employment

- * Develop the skills necessary to live well
- * Change in the education domain can be measured by looking at: Educational developmental milestones, educational attainment, and completion rates of trainee and apprenticeships

Health

People experience good health when they are:

- * Emotionally and physically healthy
 - * Have access to health and wellbeing services when and where they need them
- Change in the health domain can be measured by looking at:
- * Life expectancy, self-reported health status, disability, and mental health

Housing

People have access to appropriate housing when they have:

- * Adequate housing, including heating, cooling and accessibility
- * Stable housing for people with disabilities
- * Affordable housing

Change in the housing domain can be measured by looking at:

Overcrowding, housing affordability and homelessness

Economics

People experience economic wellbeing when they have:

- * Access to the material basics including nutritious food, education and health care
- * Adequate and stable income through employment opportunities with appropriate pay and conditions

Change in the economics domain can be measured by looking at:

- * Household income, employment, unemployment, relative levels of poverty

Spirituality

People experiencing spiritual wellbeing:

- * Experience meaning, hope and purpose through a sense of connection to something other than themselves, e.g. a faith tradition
- * Have positive, trusting relationships and a sense of belonging
- * Are free and able to express their cultural, religious and spiritual practices

Change in the spirituality domain can be measured by looking at:

Perceptions of trust, a sense of belonging, and spiritual wellbeing

Community engagement connection

People experience wellbeing through engagement when they:

- * Are an active participant in their lives
 - * Are able to participate in and contribute to community activities and decision making
 - * Have access to, and are able to use, digital technology
- Change in community engagement can be measured by looking at:
- * Social networks, volunteering, and access to digital technology

HOW DOES SOCIAL IMPACT APPROACH INFORM OUR WAY OF WORKING?

1. In Time and In Place and In Partnership

The social impact approach co-creates with local community partners, conditions that facilitate increased individual, family and local community wellbeing by focusing on the seven social impact domains in place and in context of the particular community.

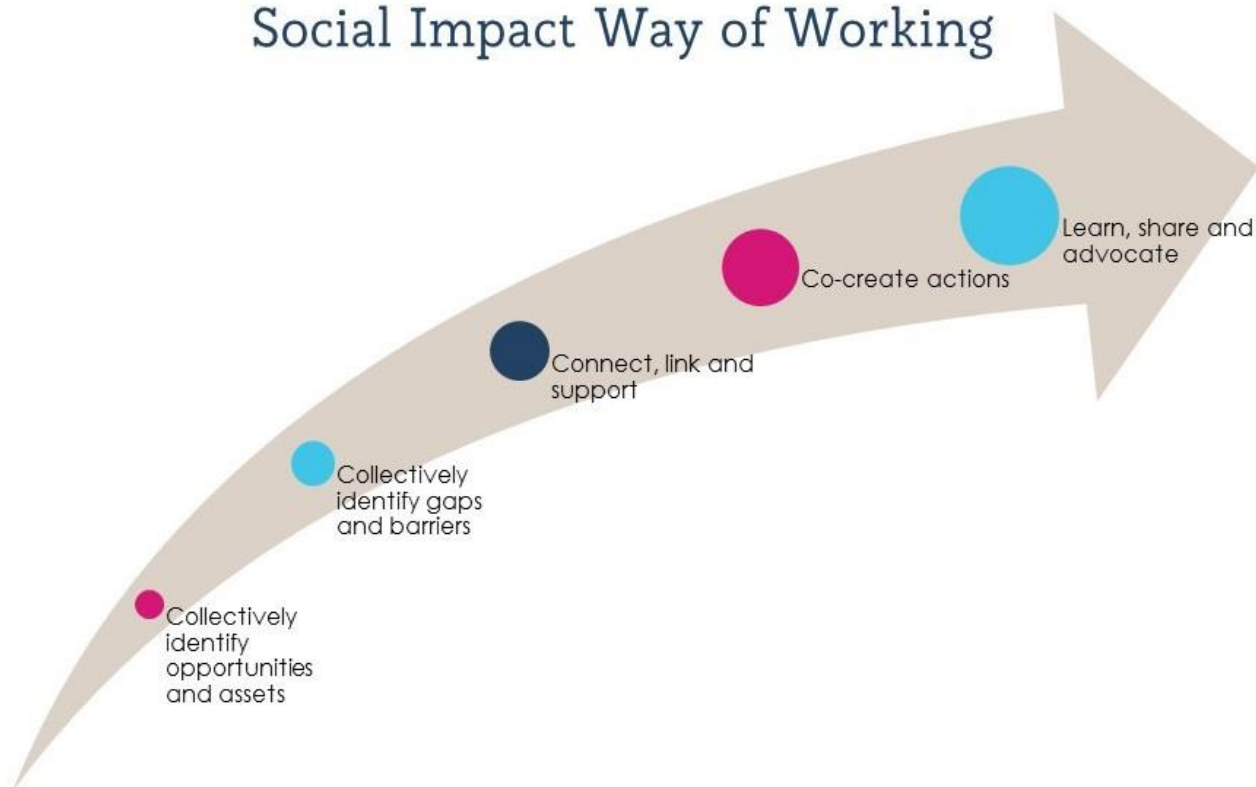
Social impact work is a pathway to:

- * Identify opportunities and assets that can be leveraged and amplified.
- * Identify gaps and barriers that the community can come together to address.
- * Connect, link and support individuals and groups to work on identified positive initiatives.
- * Co-create vibrant responses to areas of need identified by partners.

- * Challenge and disrupt current ways of doing things if they are not effective.
- * Learn by sharing experiences.
- * Share and learn with others involved in social impact work to improve wellbeing in other communities, sectors and systems.
- * Advocate for policy and structural change to enhance wellbeing.

CatholicCare and Centacare Evolve Housing draw on the social impact approach to co-design place-based initiatives such as Build Up Tassie, a support and workforce orientation program for young job seekers in the Bridgewater area. This is a partnership with yourtown and local businesses, particularly those involved in the construction industry.

Social Impact Way of Working



2. Within CatholicCare Tasmania and Centacare Evolve Housing

A strategic priority for CatholicCare Tasmania and Centacare Evolve Housing is to embed the social impact way of working across its wide range of program areas. The social impact approach informs each stage of the service delivery pathway. All stages are approached through relationships with the groups closest to what is happening.

1. Understanding the community and the systems that impact on individual, family and community wellbeing in place and in time.
2. Identifying the assets and strengths in operation in the community. From this identifying the gaps, barriers and what action is needed to further enhance the wellbeing of individuals, families and communities.
3. Co-designing the actions, initiatives and service models that will amplify the existing

assets and strengths and further support social change. All service models will have guiding theory of change and program logic.

4. Implementation.
5. Monitoring and evaluation to measure impacts, those that were intended and those that may not have been foreseen. Ongoing monitoring and evaluation also helps continuous improvement of service design and delivery.
6. Sharing what we have learned including the good news stories about the impact to which collaborative efforts have contributed.
7. Advocating using what we have learned to influence systemic policy change so that the societal structures support human flourishing.

Embedding Social Impact in CatholicCare and Centacare Evolve Housing



HOW DOES THE SOCIAL IMPACT FRAMEWORK ALIGN WITH OTHER SOCIAL IMPACT FRAMEWORKS?

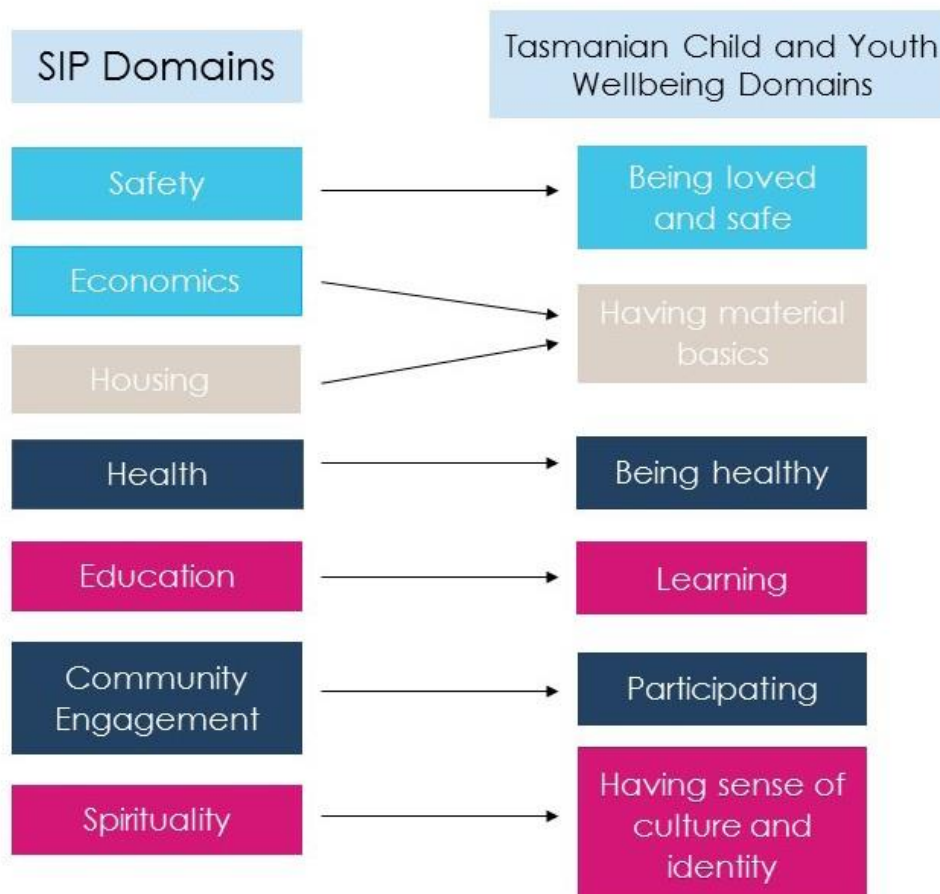
The Catholic Social Teaching principle of Integral Human Development says that economic development alone will not create a society where everyone flourishes. This principle also guides the development and implementation of social impact and therefore the approach is a social innovation with potential to be scaled and used in other systems and sectors.

Historically, social progress has been measured by economic indicators. More recently, alternative measures beyond gross domestic product (GDP) have been developed, including United Nations Sustainable Development Goals. Several countries, including New Zealand and Canada, are using more holistic wellbeing models where equitable, sustainable wellbeing is government’s ultimate

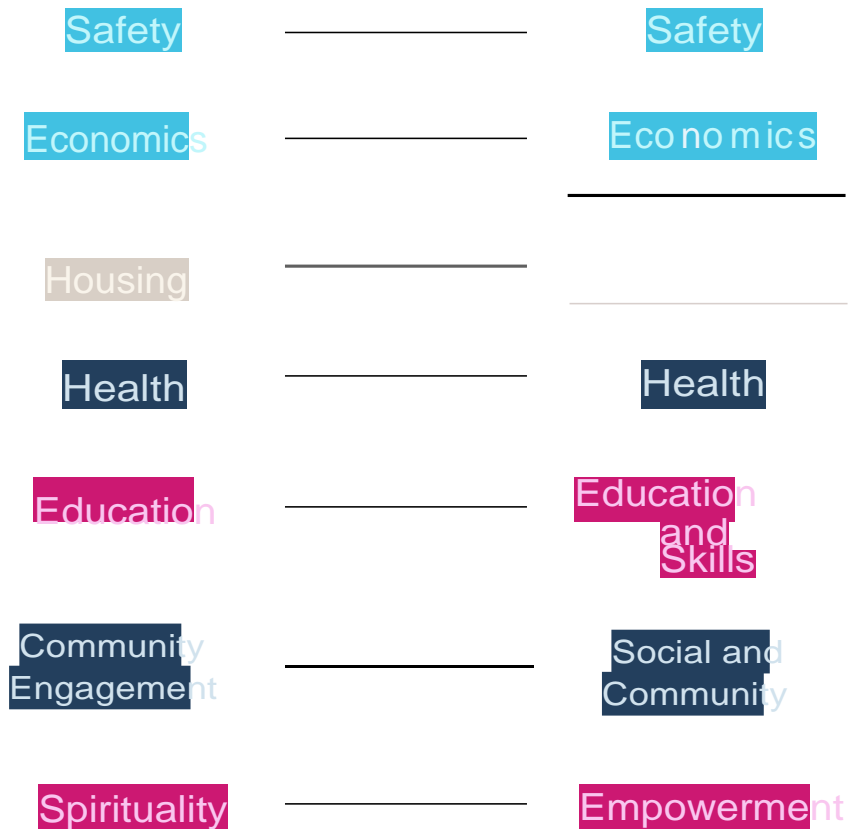
goal. These models are guiding macro policy and budgetary decisions, and provide frameworks to measure community flourishing.

In Australia, several state government departments have developed wellbeing outcomes frameworks. The social impact framework, specifically its social impact domains, can be mapped to other current wellbeing outcomes frameworks, including those recently developed by state and federal governments. The value of this mapping is that social impact and place-based service responses and models can be applied to the evaluation and reporting requirements of various funding bodies without duplicating data collection or reporting.

Tasmanian Child and Youth Wellbeing Domains



Social Impact Domains and the NSW Human Services Outcome Framework Domains



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APPENDIX ONE

Our SOCIAL IMPACT APPROACH Star Logo

The star as relationship

SOCIAL IMPACT APPROACH's unique approach is in co-connecting. Through this whole-of-community philosophy, SOCIAL IMPACT APPROACH works to address complex issues of entrenched poverty and disadvantage. To grow vibrant and hopeful communities, SOCIAL IMPACT APPROACH seeks to learn from a range of stakeholders, sectors, frameworks and systems.

Seven points

The points of the SOCIAL IMPACT APPROACH star are all in relationship with one another; they are interdependent. Each of the seven star points represents a Social Impact domain. Each point is a different size because the domains are not weighted equally as the inter-relationship will depend on the individual, the community and the specific context. The domains of the SOCIAL IMPACT APPROACH star are, Safety, Economics Housing, Health, Education, Community Engagement and Spirituality.

At the centre

At SOCIAL IMPACT APPROACH's centre is the core vision to co-create individual, family and community wellbeing. In the centre of the star the seven domains join to achieve this shared ambition. The SOCIAL IMPACT APPROACH way of working is driven by the needs of the individual and community, as distinct from system requirements and drivers. It is a people and community centred approach grounded in Catholic Social Teaching which values the dignity and worth of each person.



Colour and life

The star's bright colours emphasise SOCIAL IMPACT APPROACH's desire to co-create vibrant communities. We use colour to engage children to acknowledge that while SOCIAL IMPACT APPROACH works with all people in the community, our priority is with young people who are at greatest risk, but who also have the greatest potential.

Inspired by ministry and calling

The SOCIAL IMPACT APPROACH star represents the Star of Bethlehem that called people to Jesus and symbolised the new way of living in the world based on love. It encourages us to 'lift our gaze', to look at the bigger picture and see networks and complexities. The star is a Christian symbol of God's creation and acknowledges the call of Pope Francis to integral human development and integral ecology in his exhortation document *Laudato Si – On Care for Our Common Home*. SOCIAL IMPACT APPROACH is committed to consider the centrality of the natural environment on wellbeing and flourishing.

APPENDIX TWO

Social impact domains and 'Dropping off the Edge' indicators of disadvantage

SOCIAL IMPACT	DOTE Variable	DOTE Description
1. Safety	Criminal convictions	Rate per 1,000 of people aged 18-49 years convicted of crime in each counting area
	Juvenile convictions	Rate per 1,000 of people 10-17 years convicted or found guilty of crime in each counting area
	Prison admissions	Rate per 1,000 of people aged 18-49 years admitted to prison in each counting area
2. Economics	Low family income	Proportion of households with an income less than \$600 per week in each counting area
	Unskilled workers	Proportion of the workforce (ABS definition) classified as lowest skill (ABS definition) in each counting area
	Young adults not engaged	Proportion of 17-24 year olds neither engaged in full-time study or work in each counting area
	Disability support	Proportion of people aged 18-64 years in receipt of the Disability Support Pension in each counting area
	Long term unemployment	Proportion of the workforce (ABS definition) aged 18-64 years in receipt of Newstart for one year or more in each counting area
	Unemployment	Proportion of the workforce (ABS definition) aged 18-64 years in receipt of Newstart in each counting area
3. Housing	Housing stress	Proportion of households allocating 30% or more of income to housing costs in each counting area
	Rent assistance	Proportion of people aged 18 and over in receipt of rental assistance in each counting area
4. Health	Child maltreatment	Rate of confirmed maltreatment of a child per 1,000 of children and young people under 15 years of age living in each counting area
	Psychiatric admissions	Rate of psychiatric hospital admissions per 1,000 of the population over 18 years of age in each counting area
5. Education	Overall education	Proportion of the population in a counting area aged 16-65 years who left school before 15 years of age
	Post schooling qualifications	Proportion of population aged 18-64 years not possessing degree/diploma/grad diploma/grad certificate/postgraduate degree/certificate in each counting area
	Schooling readiness	Proportion of all children tested for language and cognitive skills (school-based) and assessed as being 'developmentally vulnerable' in each counting area
	Yr3 numeracy Yr3 reading Yr9 numeracy Yr9 reading	Proportion of year 3 and year 9 students not "At or Above National Minimum Standard Percentage" on the reading and numeracy assessment scales in each counting area
6. Community Engagement	Internet access	Proportion of households without access to the internet in each counting area
7. Spirituality		The DOTE research does not include any indicators of disadvantage that can be mapped to spirituality as defined by SOCIAL IMPACT APPROACH. CatholicCare will be looking to further define this concept in future research.

Our front cover shows artwork by students from St Francis Flexible Learning Centre, Chigwell.

The Social Impact Program acknowledges and pays respect to all traditional custodians of this land.
We commit ourselves to the ongoing journey of reconciliation.

The Social Impact Program Framework has been inspired by, and pays tribute to, the exceptional CatholicCare staff who have provided compassionate and innovative care to Tasmanian individuals, families and communities for over 60 years.

Social Impact Program Framework by Belinda Clarke and Kylie Burgess
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CatholicCare is committed to safeguarding children and young persons in all programs, activities and recruitment.



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